

RESUME

Amar Syahier Bin Sabri
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Jalan Seri Tanjung Pinang,
10470, Georgetown, Pulau Pinang.
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PERSONAL PARTICULARS

NRIC: 950506-07-5261
Date of birth: 06 May 1995
Age: 29
Nationality: Malaysian
Race: Malay
Religion: Muslim
Marital status: Single

OBJECTIVES

- Having a stable and challenging career that used my personal capability and creativity where i can enhance my skills and improve my knowledge.
- To work in a company with good working environment in order to contribute to achieve company goals and be a part of it. Also willing to face new challenge in fulfilling the company vision and expanding my experience.

ACADEMIC QUALIFICATION

2018 – 2021	UNIVERSITY OF SCIENCE MALAYSIA Major in Operations Management	Bachelor of Management (CGPA : 3.35)
2013 – 2016	POLITEKNIK SEBERANG PERAI Major in Business Study	Diploma in Business Study (CGPA : 3.53)

WORKING EXPERIENCES

CUSTOMER SERVICE PROFESSIONALS

(October 2023 – Present)

QUANTUM METAL SDN BHD

- Respond promptly to customer inquiries via phone, email, and chat in a professional and courteous manner (local and international members).
- Provide accurate and comprehensive information about our products and services to customers.
- Handling customer complaint, provide appropriate solution and alternatives.
- Collaborate with other departments, such as Operation and Marketing, to ensure a seamless customer experience.
- Keeping records of customer interaction, transactions, comment and complaint.
- Follow communication guidelines, policies and procedures

**CUSTOMER SERVICE PROFESSIONALS TM TECHNOLOGY SERVICES SDN BHD
(INBOUND CALL / CHAT SUPPORT) (UNIFI)**

(September 2021 – September 2023)

- Customer Service Professional (Provisioning, billing, and assurance).
- Responding promptly to customer inquiry (Inbound and social media).
- Handling customer complaint, provide appropriate solution and alternatives.
- Ensure customer satisfaction and provide professional customer support.
- Keeping records of customer interaction, transactions, comment and complaint.
- Act as floor support to managing new recruit team or upskills team.
- Communicating and coordinating with colleagues as necessary.
- Providing feedback on the efficiency of customer service process.
- Follow communication guidelines, policies and procedures.
- Take extra mile to engage with customers.
- Achieve monthly KPI average above 90%.

**CUSTOMER SERVICE
(SUPPORT)**

(August 2022 – November 2022)

**PERBADANAN BEKALAN AIR PULAU PINANG
(PBA)**

- Proactively act as “STAR TROOPERS” by supporting PBA Careline.
- Manage to large amount of customer inquiry (Inbound and social media).
- Handling customer complaint, provide appropriate solution and alternatives.
- Work with technician and pool phone coordinator as well as other staff by case basis to deliver information or complaint.
- Keeping records of customer interaction, transactions, comment and complaint.
- Follow communication guidelines, policies and procedures.

FRONT OFFICE ASSISTANT

(September 2017 – August 2018)

HOTEL 19, PENANG

- Performing all check-in and check-out tasks.
- Managing online and phone reservations.
- Managing night audit for hotels software.

ADMINISTRATIVE ASSISTANT

(June 2016 - June 2017)

MUHAMMAD ANEES & CO, PENANG

- Provide support to managers, other employees, and office visitors.
- Handling a variety of tasks in order to ensure that all interactions between the organization and others are positive and productive.

COMMUNICATIONS SKILLS

	<u>Malay</u>	<u>English</u>
Spoken:	Excellent	Good
Written:	Excellent	Good

COMPUTER SKILLS

Live Chat and Inbound call Software	Assist customer in real-time human assistance via chat and calls window.
Million Accounting Software	Full-fledged accounting system including Profit & Loss, Trial Balance, Balance Sheet and Malaysia SST reports.
Opera PMS Oracle Software	Provides a full-featured, property management system that enables hoteliers to deliver world class guest service and increase operational efficiency throughout the system.
Microsoft Office	Most of Microsoft software such as Word, Excel, PowerPoint, Outlook and Project.

AWARDS AND HONORS

- 2022** – TM Pulau Pinang Staff Awards #IniCaraKita 2022 (Telekom Malaysia / Unifi)
- 2022** – GCXM Persona Star Award Q4 2022 (Category 1: Care Crew) (Telekom Malaysia / Unifi)

PERSONAL STRENGTHS

Detail-oriented, Punctuality, Flexibility, Minimal Supervision, Hardworking, Leadership, Teamwork and Work Ethic

REFRENCES

Ms. Palambigai A/P Maruthan Chelliah

Sepervisor, TM One Business Process Outsourcing
VADS Berhad (Telekom Malaysia)
Email: palambigai@tm.com.my
Tel: 6012-509 3042

Mr. Mohammed Anas Bin Bharum

Team Leader, Quantum Metal SDN BHD
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